

W-02113A-07-0551



0000091427

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73523

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Gary L Last: Wyant

Account Name: Gary L Wyant

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: Robert Hanford

Arizona Corporation Commission Contact Phone: [REDACTED]

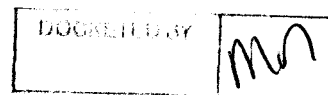
Nature of Complaint:

DOCKETED

12/1/08 Received email from Mr. Wyant.

DEC - 3 2008

From: Gary Wyant [REDACTED]
Sent: Wednesday, November 26, 2008 6:13 PM
To: Utilities Div - Mailbox
Subject: rate increase on docket W-02113A-07-0551



My name is Gary L. Wyant, [REDACTED] my email is [REDACTED]

I was notified by Chaparral City Water Company, Inc that they will be asking for a water rate increase of 41.14% over the current rate. I totally oppose this increase request. Clearly the percent increase is unbelievably high, we are in a recession where every dollar in my possession is important, and we are on a fixed income.

Please do not approve such an enormous, unreasonable increase.

Sincerely,

Gary L Wyant
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED
2008 DEC - 2 P 12: 31
AZ CORP COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

December 1, 2008

RE: CHAPARRAL CITY WATER COMPANY

Dear Water Customer:

Your letter regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73523

W-02113A-07-06551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 73514

Date: 12/1/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Phillip

Sveum

Account Name:

Phillip Sveum

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

City:

Fountain Hills

CBR: [REDACTED]

State:

AZ

Zip: 00000

is: E-Mail

Utility Company:

Chaparral City Water Company

Division:

Water

Contact Name:

Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

12/1/08 Please disallow any rate increase, or keep it to a minimum. The economy is making it tough on all of us.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

December 1, 2008

RE: CHAPARRAL CITY WATER COMPANY

Dear Water Customer:

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73514

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 73459

Date: 12/1/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Dale

Nelson

Account Name:

Dale & Sue Nelson

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

City:

n/a

CBR:

State:

AZ

Zip: 00000

is:

Utility Company:

Chaparral City Water Company

Division:

Water

Contact Name:

Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

As full time residents in Fountain Hills (Eagle Mountain). We received the Chaparral City Water company notice of hearing on their application for a 41.4% increase. WOW!! We realize the economic times are difficult but strongly object to such an unreasonably huge jump in our water rate. Once an increase like this is in place there is no going back and now establishes a new basis for future increases that would be exponentially greater. We urge the Commission to consider the adverse effect of this request rate increase and apply common sense and reasonableness to their decision.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/1/08 emailed response to Mr. Dale & Sue Nelson

RE: CHAPARRAL CITY WATER COMPANY

Dear Water Customer:

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73459

W. 02113A-07-0551

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73460

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Karen

McIntyre

Account Name: Karen McIntyre

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: n/a

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

12/1/08 I vote no for the rate increase. Utilities need to look within their own infrastructure and find ways to cut costs and reduce corporate waste. Many in the community of Fountain Hills are on a fixed income where retirement funds have dwindled. We can't afford a rate increase at this time.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

December 1, 2008

RE: CHAPARRAL CITY WATER COMPANY

Dear Water Customer:

Your letter regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

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Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Consumer Service Specialist
Utilities Division
End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73460

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73500

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Michael **Last:** Silverberg

Account Name: Michael Silverberg

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: n/a

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

12/1/08 Our Community (Eagle Mountain) already has homeowners dues that weigh heavily on individuals in these tough economic times. I would think that the right thing to do for a utility type of service like Chap Water is to "hold" the line and not raise rates, just as the rest of the country felt in to the "president elects" commitment not to raise taxes.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/1/08 I spoke with Ms. Silverberg and advised that her comments regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Public Utilities Consumer Analyst II

Utilities Division

End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73500

W-02113A-07-0551

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 73506

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: James W

Bagg

Account Name: James W Bagg

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: Robert Hanford

Contact Phone: [REDACTED]

Nature of Complaint:

12/1/08 I am opposed to a 41 percent increase by Chaparral City Water Company. They are asking for \$3 million! That is absolutely outrageous in today's economy!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

12/1/08

email response to Mr. James W Bagg.

RE: CHAPARRAL CITY WATER COMPANY

Dear Water Customer:

Your letter regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73506

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 73475

Date: 12/1/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Barbara**

Loh

Account Name: Barbara Loh

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: **Chaparral City Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Opened email upon my return to work on 12/01/08)

Received the following email:

Ny name is Barbara Loh. I own property in the Eagle Mt subdivision of Ft. Hills, Az. My address is [REDACTED]. My permanent phone number is in MA and is [REDACTED]. My e-mail address is [REDACTED]. I am writing to protest severe rate increases for Chaparral City Water Co. It is now 11/28/08. The docket # is W-02113A-07-0551. My position on docket is "other". I wish to comment on "water" and protest any rate increases deemed especially excessive by me and many others.
Barbara Loh

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

Emailed the following response:

December 01,2008

RE: Chaparral City Water Company:
Docket No. W-02113A-07-0551

Dear Barbara Loh:

Your email dated November 28, 2008 regarding the Chaparral City Water Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Chaparral City Water Company rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at [REDACTED]

Thank you,

Richard Martinez
Public Utilities Consumer Analyst II
Arizona Corporation Commission
Utilities Division
[REDACTED]

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Chaparral City Water Company proposed rate case W-02113A-07-0551. CLOSED.

End of Comments

Date Completed: 12/1/2008

Opinion No. 2008 - 73475
